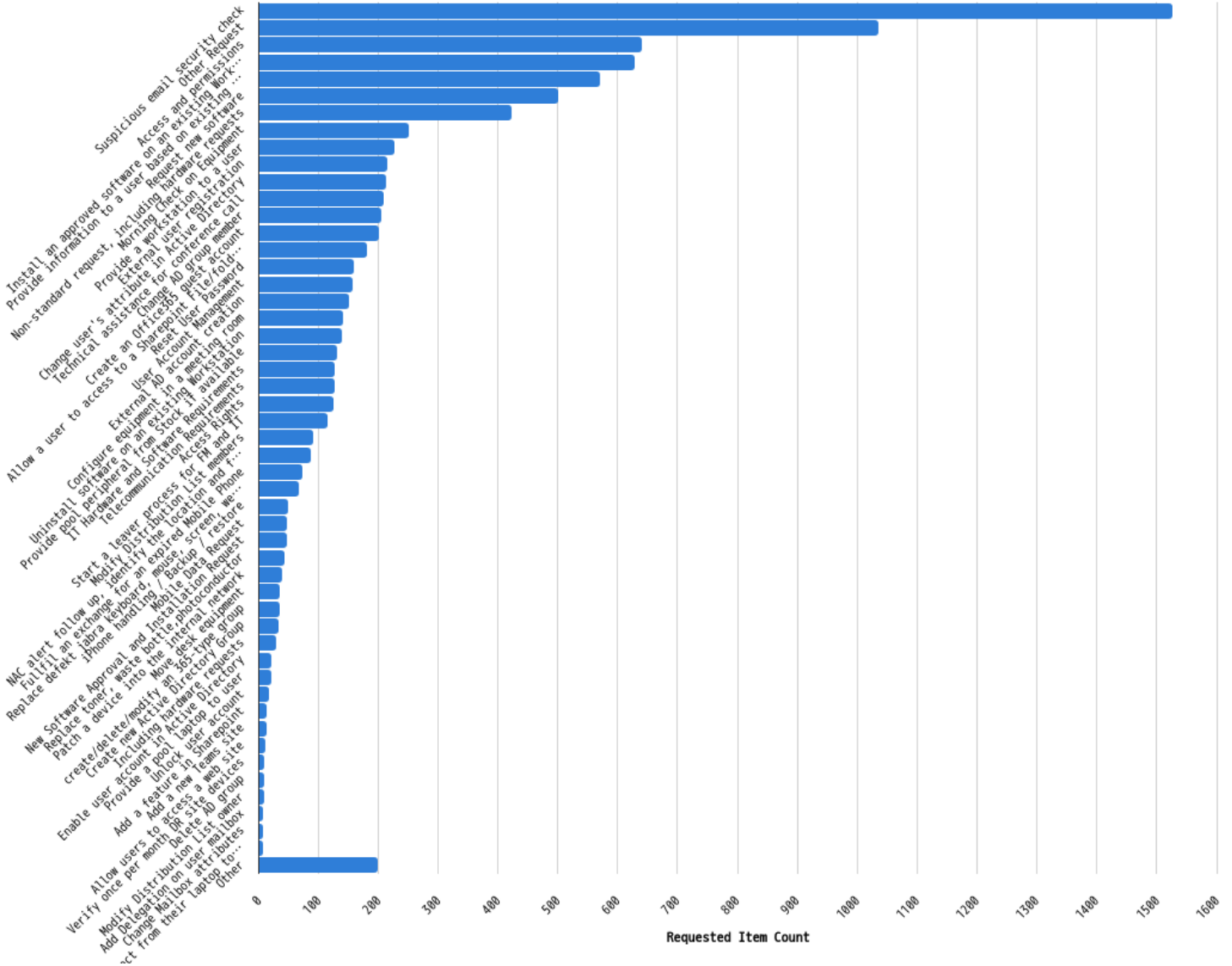


**Report Title:** Request distribution  
**Run Date and Time:** 22/07/2024 13:37:05 Central European Summer Time  
**Run by:** Markus Sewenig  
**Table name:** sc\_req\_item  
**Query Condition:** Assignment group = IT HELP DESK AND Opened on Last year  
**Group by:** Short Description

Request distribution



Short Description	Count	Percent
Suspicious email security check	1,528	16.18%
Other Request	1,036	10.97%
Access and permissions	642	6.8%

Short Description	Count	Percent
Install an approved software on an existing Workstation	629	6.66%
Provide information to a user based on existing documentation/procedure	571	6.05%
Request new software	502	5.31%
Non-standard request, including hardware requests	423	4.48%
Morning Check on Equipment	251	2.66%
Provide a workstation to a user	227	2.4%
External user registration	216	2.29%
Change user's attribute in Active Directory	214	2.27%
Technical assistance for conference call	209	2.21%
Change AD group member	206	2.18%
Create an Office365 guest account	201	2.13%
Allow a user to access to a Sharepoint File/folder/workspace/library	182	1.93%
Reset User Password	159	1.68%
User Account Management	157	1.66%
External AD account creation	151	1.6%
Configure equipment in a meeting room	142	1.5%
Uninstall software on an existing Workstation	139	1.47%
Provide pool peripheral from Stock if available	132	1.4%
IT Hardware and Software Requirements	127	1.34%
Telecommunication Requirements	127	1.34%
Access Rights	126	1.33%
Start a leaver process for FM and IT	115	1.22%
Modify Distribution List members	91	0.96%
NAC alert follow up, identify the location and floor socket which triggered the alert	87	0.92%
Fulfil an exchange for an expired Mobile Phone	74	0.78%
Replace defekt jabra keyboard, mouse, screen, webcam by spare ones	68	0.72%

Short Description	Count	Percent
iPhone handling / Backup / restore	50	0.53%
Mobile Data Request	48	0.51%
New Software Approval and Installation Request	48	0.51%
Replace toner, waste bottle,photoconductor	43	0.46%
Patch a device into the internal network	40	0.42%
Move desk equipment	36	0.38%
create/delete/modify an 365-type group	35	0.37%
Create new Active Directory Group	33	0.35%
Including hardware requests	29	0.31%
Enable user account in Active Directory	22	0.23%
Provide a pool laptop to user	22	0.23%
Unlock user account	18	0.19%
Add a feature in Sharepoint	13	0.14%
Add a new Teams site	13	0.14%
Allow users to access a web site	12	0.13%
Verify once per month DR site devices	10	0.11%
Delete AD group	9	0.1%
Modify Distribution List owner	9	0.1%
Add Delegation on user mailbox	8	0.08%
Change Mailbox attributes	8	0.08%
Allow/Deny users to connect from their laptop to their Desktop.	7	0.07%
Other	200	2.12%
<b>Total</b>	<b>9,445</b>	